



AUBURN HILLS

POSITION DESCRIPTION

Position: Golf Course – Golf Shop Staff		Department: Fieldstone Golf Club	
Reports to: Golf Professionals/General Manager		FLSA Status: Non-Exempt	
Location: Fieldstone Golf Club	Division: N/A	Pay Grade: N/A	
Revised: January 1, 2006	Last Reviewed:	Union: N/A	Status: Seasonal/Part Time

GENERAL PURPOSE:

Operational duties of the golf shop are to offer exceptional services in facilitating golf play in a well stocked, properly displayed, organized and professional golf shop promoting all programs of the Fieldstone Golf.

SUPERVISION RECEIVED:

Works under the close supervision of the Golf Professionals and General Manager.

SUPERVISION EXERCISED:

Maintains minimal supervision with all outside service personnel, but works closely with all employees in a team based environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Establish, print and organize daily reports on sales and inventories.
- Responsible for personnel time card, schedule and reporting requirements.
- Offers courteous, friendly and efficient customer service at all times. Providing first class representation, continued promotion and guidance throughout the facility and during their visit.
- Keep facility and/or golf service areas clean, stocked, organized and presentable at all times (restrooms, entrance ways, bag drop area, exterior walkways, golf shop counter area, golf shop, office areas and storage areas, golf car wash area, merchandise displays, windows, patio, veranda and golf car storage facility.)
Prior to opening; operational upkeep; closing for next days business.
- Maintains effective working relations with customers, merchants and employees.
- Possesses ability to learn and assist in other areas of golf club operations as required (i.e. record keeping, sorting, filing, payables, budget monitoring, etc.)
- Assures opening, operations and closing procedures are followed.
- Promotes and facilitates golf play and assists in the marketing of the facility (individual, leagues, tournaments, outings, senior, junior, resident, food service events).
- Play registration procedures, assuring proper green fees are collected, pairings, 1st tee monitoring, etc.
- Provides exceptional phone skills (communication, information and bookings).

- Point of sales operations of merchandise inventories, receiving and pricing goods.
- Accountability in cash handling for all merchandise sales, rentals, green fees and misc. sales.
- Merchandise display, stocking and rotation.
- Practice facility presentation, sales and promotion.
- Promotes other professional services; club repair, junior programs, lesson programs.
- Assists in golf car programs; rotation, cleaning, presentation, maintenance, reports, records and storage.
- Ability to assist in food service operations when needed.
- Performs general unskilled maintenance of the golf facility.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE

- Graduation from high school or GED equivalent and Valid Michigan Drivers License
- Any combination of experience and training which demonstrates the knowledge and experience to perform work assignments.
- Prefer minimal of one year working experience as a clerk in a retail sales environment.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge on how to operate a point of sale system (typing skills and/or computer skills are necessary).
- Working knowledge on how to properly service clientele in a first class golf facility.
- Working knowledge of operational equipment (see tools and equip. below).
- Working knowledge of janitorial cleaning supplies and equipment.
- Ability to work independently and to complete daily activities according to work schedule.
- Ability to lift medium to heavy objects.
- Ability to walk and stand for long periods of time.
- Ability to communicate orally and in writing.
- Ability to use equipment and tools properly and safely.
- Ability to follow written and verbal instructions.
- Ability to establish effective working relationships.
- Ability to work with numbers (addition, subtraction, multiplication).
- Ability to memorize rate cards, play policies, programs, etc.

TOOLS AND EQUIPMENT USED:

- Point of sale operating system, bar code scanner, credit card terminal, golf car, power washer, air compressor, ball wash machine, steamer, merchandise tag guns, misc. surface cleaners, vacuum, mop, broom, dusting equipment, sponges, scrubbers or brushes and other necessary golf operations equipment.

PHYSICAL DEMANDS:

- While performing the duties the employee is regularly required to reach with hands and arms. Must frequently lift and/or move over 25 pounds. Good hand and eye coordination.
- The employee frequently is required to stand, walk and use hands to finger, handle, feel or operate objects, tools or controls.
- The employee is occasionally required to balance, stoop, kneel, crouch, talk and hear.

WORK ENVIRONMENT:

- Employee occasionally works near moving mechanical parts. The employee may be exposed to wet and hot conditions.
- Exposed to minimal fumes or airborne particles and toxic chemicals from normal operating and cleaning supplies (i.e. degreasers, bleach, floor cleaner, bathroom cleaners, and glass cleaner, etc.). The employee is exposed to the risk of electrical shock. Noise levels are moderate.

SELECTION GUIDELINES:

Formal application, rating of education and experience, oral interview, conditional offer of employment, background check, physical and drug screening, additional job related tests or additional interviews may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____ Approval: _____
Supervisor City Manager

Approval: _____
Employee